

## **Central Management Services**

### **Management Release Form for the Illinois Century Network (ICN)**

120 West Jefferson Street, First Floor, Springfield, IL 62702-5172 – [www.illinois.net](http://www.illinois.net)

#### **SECTION I: CUSTOMER INFORMATION**

Customer Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

#### **SECTION II: PURPOSE OF THE CMS MANAGEMENT RELEASE AGREEMENT**

The purpose of this agreement is to transfer all of the Wide Area Network (WAN), network connectivity, and related hardware management responsibilities listed below from the CMS staff to the customer.

Responsibilities include, but are not limited to:

- Maintain router configurations
- Monitor connection status
- Maintain wide area connections into the Illinois Century Network (ICN) backbone
- Make changes to customer's router as needed to insure and active connection
- Process trouble tickets for down communications lines
- Work with the Wide Area Network Provider to fix any connections that are experiencing problems.

#### **SECTION III: CMS RESPONSIBILITIES AFTER RELEASING MANAGEMENT TO CUSTOMER**

Where requested in writing by customer, CMS will monitor customer access ports. Customer may be required to configure their network to allow monitoring by CMS. If any port monitored by CMS shows signs that the connection to the customer is broken, CMS personnel will make at least one attempt to contact the customer to notify them of the broken link. If requested, CMS personnel will give advice to the customer as to how to rectify the problem. No attempt will be made by CMS personnel to contact the Wide Area Network providers to resolve any problems.

Occasionally, CMS will make changes to the infrastructure of the network that will require changes at the customer's facilities in order to continue to use the ICN. All planned CMS actions that require the customer to complete changes on their equipment prior to, simultaneously with, or after CMS completes its actions, will be delivered by email to that customer at least one week before any CMS action. If customer fails to make any such changes, customer understands that it may not be able to use the ICN, until such time as all necessary changes are made by Customer.

In cases where emergency changes need to be made to the infrastructure of the ICN network where the customer's connections are affected, efforts will be made to contact the customer's technical contact as supplied by the customer to CMS. Customer is responsible for providing CMS with proper and up to date contact information and maintaining their subscription to the CMS customer listserv for email notices.

#### **SECTION IV: CUSTOMER RESPONSIBILITIES AFTER RELEASING CMS FROM MANAGEMENT**

Customer will assume all responsibilities for the customer's Wide Area Network (WAN), network connectivity and related hardware management and releases CMS from liability for any and all

claims relating thereto. The customer will cooperate with CMS staff to identify and resolve problems on the network which are thought to be related to the customer's connection.

Customer Organization: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Name Printed: \_\_\_\_\_